AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	

2. AMENDMENT/MODIFICATiON NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicble)

6. ISSUED BY	CODE		7. ADMINISTERED BY (If other than Item 6)	CODE

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	
		9A. AMENDMENT OF SOLICIATION NO.
		9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT/ORDER NO.

CODE	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a)By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;

or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Q1. For 2.1 System Requirements 2.1.9 Fourteen different user access levels including District Master, School Master, Teacher, Student and Suspended. Can you give an example of the type of access that you are looking for?

A1. The District Master needs to have total access to setup or modify any accounts/settings that affect any account or school in that district. Where a district has multiple schools, the School Master will have total access to any accounts/settings for their school only but not for other schools in their district. We want each teacher to have total access to all accounts/settings that are specific to his/her classroom but not be able to change any Global accounts/settings. Students should only have access to his/her e-mail account/web page.

Q2. For 2.1 System Requirements 2.1.11 Web Hosting capability for classroom web pages. Is this web hosting for internet or intranet access? Are you expecting any world-wide internet user to be able to see the classroom web pages or only the DDESS' students?

A2. We absolutely do not want web pages to be available to the general public. We need to be able to restrict or allow web page access by "community." For instance, a school may opt to allow access to all registered users within that e-mail community, within a school, within a classroom, within another DDESS school or district, etc. Also, using the student's login account, we would like for deployed parents to be able to access their child's web page. We are looking for a high level of security when we talk publication of student information and work.

Q3. For 2.1 System Requirements 2.1.18 Free end user technical support. Can you be more specific on this requirements? Are you expecting a tier 1 help desk support like the following for 14,000 potential users:
  1. To provide support configuration options on the email accounts.
  2. How to send mail, attachments, message settings, tracking options, email rules and so on.
  3. On phone support on how to perform 2.1.10, 2.1.11, 2.1.8

A3. We are asking for free help desk support that would be typical of any public e-mail provider and which covers the areas above. However, students will not be utilizing help desk services, so I would estimate that we would have approximately 3,000 potential users of help desk services.

Q4. Can you please provide verification on the SIZE Standard? Is it 6.5 MIL or 23MIL?

A4. 6.5 MIL.

Q5. Will the government or the contractor be responsible to setup/configure the 14,000 to 16,000 teacher/student computers to access email accounts using Outlook, Eudora, Lotus Notes, etc.?

A5. The Government will configure the workstations. The student e-mail accounts must work with all applications listed.

Q6. How will we know what the government considers a questionable messages?
Will the government provide a list of undesirable criteria to search for?

A6. The Government will provide criteria for message filtering and would like the ability to establish/adjust the filters within the program.

Q7. Is the primary concern cheating, pornography, personal use or other?

A7. Pornography is of course a concern, but privacy of information is also an issue. The Government requires tight controls on who our students correspond with and what information is shared to and from the student.

Q8. Will the government provide a list of who to send the emails to under questionable circumstances?

A8. The Government would like the ability to establish those lists within the program as part of administration of e-mail accounts.

Q9. Does the government have an approved list of advanced virus protection software or are we to utilize industry standards?

A9. The Government has approved anti-virus products that are in use on Government servers/computers. The requirement for advanced virus protection on contractor servers is based on industry standard.

Q10. Approximately how many teachers (message boards) will be using the service?

A10. We have approximately 2,000 teachers currently using student e-mail as an instructional tool, and the requirement is for up to five message boards per teacher.

Q11. How many concurrent classes are active simultaneously?

A11. There is absolutely no way to know this.

Q12. Is there a requirement for video or audio and if so how would it be employed?

A12. There is currently no requirement for audio or video.

Q13. How many megabytes of storage space per e-mail account are required and the anticipated monthly download / upload?

A13. Per the Statement of Work, 25 Megabytes of storage space per e-mail account is the requirement. With that parameter, it shouldn't matter what the anticipated monthly upload/download is.

Q14. What is the information to track on each user for system import?

A14. The Government would like the ability to mass import user names from its Student Information System as opposed to manually setting up student e-mail accounts.

Q15. Who will develop the survey and to whom are the results submitted?

A15. This is basically a customer satisfaction survey by the Government to our end users and is not formal in nature. We also encourage our contractors to solicit feedback in order to maintain a high level of performance or to improve services. This is not a contract requirement.

Q16. Who is the incumbent?

A16. Gaggle.net, one-year purchase order, $25,900.